MULTIMEDIA UNIVERSITY®

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2022 / 2023

BIS2014 – MANAGEMENT INFORMATION SYSTEMS

(All Sections / Groups)

06 OCTOBER 2023
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 2 pages (excluding cover page) with 5 Questions only.
2. Attempt ALL questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

a. Explain the utilisation of the Transaction Processing System (TPS) and the Management Information System (MIS) in an organisation.

(8 marks)

b. Discuss the FOUR (4) stages of the knowledge management value chain for transforming raw data into usable knowledge.

(12 marks)

(Total: 20 marks)

QUESTION 2

a. An understanding of the decision-making process in Management Information Systems helps ensure that decisions align with the organisation's strategic goals and objectives. Describe the three types of decisions and how the decision-making process works within an organisation hierarchy.

(12 marks)

b. Accurate demand forecasting relies on data from both the upstream and downstream supply chain. Differentiate between upstream and downstream supply chain. Give one example.

(8 marks)

(Total: 20 marks)

QUESTION 3

a. Elaborate on the mechanics of a Denial of Service (DoS) attack and its primary goal.

(8 marks)

b. Malaysia is prone to several natural disasters such as flood, landslides, tropical storms, etc. Therefore, a disaster recovery plan is essential for a company to ensure the rapid recovery of critical IT systems and business operations in the event of a disaster to minimise downtime and data loss. Outline the FOUR (4) components of a disaster recovery plan.

(12 marks)

(Total: 20 marks)

Continued...

QUESTION 4

a. Explain what prototyping is and suggest THREE (3) advantages and THREE (3) disadvantages of prototyping.

(8 marks)

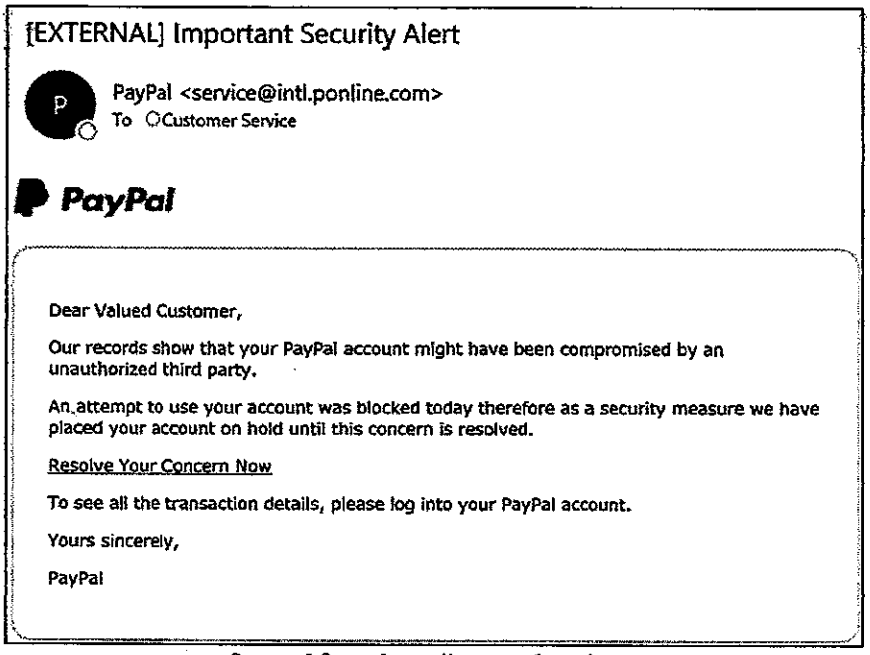
b. Imagine you work for a financial institution, and you need to ensure that sensitive financial information is communicated securely between your organisation and your clients via email. Discuss how you would use both symmetric and asymmetric encryption in this scenario to achieve end-to-end security.

(12 marks)

(Total: 20 marks)

QUESTION 5

a. Considering the screenshot provided below, describe your response to this email and provide an explanation for your reaction.


[EXTERNAL] Important Security Alert

PayPal <service@intl.ponline.com>
To Customer Service

PayPal

Dear Valued Customer,

Our records show that your PayPal account might have been compromised by an unauthorized third party.

An attempt to use your account was blocked today therefore as a security measure we have placed your account on hold until this concern is resolved.

Resolve Your Concern Now

To see all the transaction details, please log into your PayPal account.

Yours sincerely,

PayPal

Sourced from: https://www.cyber.nj.gov

(8 marks)

b. How can the integration of information systems and modern technologies transform the traditional hair salon business model to enhance customer experience, operational efficiency, and competitiveness in today's digital landscape? Propose FOUR (4) innovative suggestions.

(12 marks)

(Total: 20 marks)

End of Page